

# Employee Assistance Program

Navigating life's transitions

## Getting to know the EMPLOYEE ASSISTANCE PROGRAM

#### Free and Confidential Services

As one of the nation's premier health research agencies, the National Institutes of Health (NIH) is committed to improving the health of our citizens. Consistent with this mission, NIH is dedicated to fostering the wellness of its employees. NIH provides its workforce with a full service Employee Assistance Program (EAP), staffed by professionals with licensure and certification in workplace wellness and behavioral health. EAP is free to all employees and their immediate family members.

EAP provides personalized consultation, short-term support, referral and follow-up services to enhance personal and professional wellbeing. EAP is an ideal first stop for access to the vast resources of the NIH and the outside community. We also offer training and support to workgroups to address issues that impact the work environment. EAP services are strictly confidential.

This brochure contains examples of client scenarios at EAP. Due to our strict confidentiality policy, these examples are not derived from information shared with us by actual EAP clients.



## CONTENTS

Working Effectively	3
Work/Life Balance	5
Supervisory Resources	7
Life's Transitions	9
Health and Wellness	11
Crisis Intervention	13
Workshops	15
Frequently Asked Questions	16
Consultants and Administrative Staff	17



I generally like my [NIH] job and my coworkers.

I was conflicted because I felt it was time to move on to new challenges.

At EAP we confidentially discussed my current position, my strengths and career goals, as well as how to navigate a work conflict...

The EAP Consultant helped me identify communication strategies to improve my current job situation while also taking initiative to explore other options.

I'm now more satisfied in my current job and see other possibilities that weren't clear before.

### WORKING EFFECTIVELY

## Give your career a boost

Are you seeking more satisfaction in your work? Perhaps you could be better organized, more focused and productive. EAP can partner with you to target the most effective strategies for change, help you develop a plan and provide support to reach and sustain your career goals, ultimately increasing work satisfaction.

#### We provide consultation on issues including:

- ✓ Assertiveness Skills
- ✓ Being a New Manager
- ✓ Career Transition
- ✓ Communication Strategies
- ✓ Managing Conflict
- ✓ Return to Work
- ✓ Time Management
- ✓ Workplace Etiquette



I am so lucky to still have my mother, but now she needs more help than I can give.

My work life is taking more and more of my time and energy, and I don't want that to impact my family or marriage.

The EAP Consultant listened and helped me establish a starting point for change.

Consulting with EAP allowed me to recognize and establish healthier boundaries between my work and family life.

## WORK/LIFE BALANCE

## Life can pull you in many directions

Your wellbeing, health and happiness depend on balancing your responsibilities at work and at home. Improving your work/life balance can be a challenge as issues can occur unexpectedly and generate added stress in your life. EAP can provide strategies and resources to help you define priorities, improve assertiveness skills, make tough decisions and identify personal goals that can enhance the balance in your life.

#### We provide consultation on work/life issues including:

- ✓ Assertiveness Skills
- ✓ Caregiver Issues
- ✓ Family and Significant Relationships
- ✓ Financial Stress
- ✓ Parenting
- ✓ Stress Management
- ✓ Time Management

I called EAP when I had a lot on my plate as a supervisor and wanted to discuss a workplace issue.

I've found it difficult to clarify my needs to a particular employee, who is very talented but has not seemed responsive to my previous efforts.

The EAP Consultant helped me outline and apply strategies to manage this situation, as well as give me techniques to maintain focus while juggling my various supervisory roles.

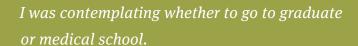
### SUPERVISORY RESOURCES

## EAP has tools for supervisors

EAP is a resource for supervisors to enhance management skills, strengthen the workforce, increase worker productivity and promote workplace safety. As a supervisor you may become concerned with changes in an employee's performance or conduct that could be related to personal or professional challenges. Take advantage of EAP's services to increase your staff's productivity, enthusiasm and wellbeing.

#### EAP provides supervisory consultation on issues including:

- ✓ Absenteeism
- ✓ Conduct
- ✓ Employee and Supervisory Workshops
- ✓ Loss of an Employee
- ✓ Morale
- ✓ Organizational Change
- ✓ Presenteeism
- ✓ Productivity
- ✓ Reorganization
- ✓ Work Performance
- ✓ Workplace Conflict
- ✓ Workplace Violence/Trauma



The EAP Consultant helped me explore and prioritize the numerous factors involved, without ever telling me what I should do.

The Consultant served as a valuable sounding board and an objective advisor, aiding me in drawing my own conclusions.

With EAP's assistance I came to a decision I'm comfortable with.

I already have the wheels in motion!

## LIFE'S TRANSITIONS

## EAP helps you navigate life's transitions

Adapting to transition is a normal part of life. Change has become so rapid today that navigating personal or work-related transitions can be increasingly complex. Rapid change naturally increases anxiety and stress. EAP Consultants are here to assist you in working through challenging circumstances and emotions at any stage of your professional or personal life.

## EAP provides consultation on a variety of transitions including:

- ✓ Career Transition
- ✓ Family Transitions (birth, marriage, school, work)
- ✓ Grief and Loss
- ✓ Human Development and Aging
- ✓ Relocation Stress
- ✓ Retirement Planning

My work life was on track, but I had some questions about a sensitive situation at home.

I'd begun to suspect that my husband's behavior was adversely impacting our relationship, his health, job performance, and our family's financial wellbeing.

EAP provided a confidential and supportive environment to discuss my concerns and strategize a plan for our family to stay well.

### HEALTH AND WELLNESS

# There are many dimensions to a healthier you

We all possess an abundance of personal and professional potential waiting to be unleashed. EAP takes a holistic view of the individual, helping you to examine lifestyle choices so you can maximize your physical, emotional and occupational wellbeing. Our Consultants collaborate with you to establish a commitment toward change, set specific goals and suggest appropriate resources to meet your needs.

#### We provide consultation on issues including:

- ✓ Addictions (chemical and behavioral)
- ✓ Assertiveness and Communication Skills
- ✓ Financial Wellness
- ✓ Mental Health
- ✓ Motivation Enhancement
- ✓ Personal Etiquette
- ✓ Self Care

### Resources

Critical situations often involve timely intervention by multiple NIH offices. If an emergency involves imminent risk to you or someone else call 911 immediately.

EMERGENCY ON NIH MAIN CAMPUS		
From Office Phone	911	
From Mobile Phone	301-496-9911	
TTY	301-496-0063	
EMERGENCY OFF MAIN CAMPUS		
From Office Phone	9 + 911	
From Mobile Phone	911	
NON-EMERGENCY ON MAIN NIH CAMPUS		
Employee and Labor Relations	(301) 402-9203	
Fire and Rescue	(301) 496-2372	
NIH CIVIL (workplace violence prevention program)	(301) 402-4845	
Occupational Medical Service	(301) 496-4411	
Occupational Health and Safety	(301) 496-2960	
Police	(301) 496-5685	
Radiation Safety	(301) 496-5774	
NIH RADIO: 1660 AM within 5 mi. of campus or dtts.ors.od.nih.gov/radio.htm		
Highway Advisory Radio (Emergency Warning Systems)		

#### CRISIS INTERVENTION

#### Immediate attention is available

A crisis can occur unexpectedly and have a traumatic impact on our lives. The EAP Consultants have specialized training to provide timely individual and group support appropriate to the specific situation.

EAP provides a full range of onsite Critical Incident Stress Management (CISM) services to support workgroups impacted by traumatic events. Our Consultants educate affected workers on normal reactions to trauma, promote resilience strategies, and offer referral and follow-up services to persons needing additional support. If your workgroup has been impacted by a critical incident, early intervention is a key to maintaining wellbeing and productivity. EAP offers comprehensive support to help individuals and organizations move effectively through crisis situations. We provide the resources you need to protect against the unexpected.

#### We provide consultation on issues such as:

- ✓ Bullying
- ✓ Death of a Coworker
- ✓ Domestic Violence Prevention
- ✓ Larger Scale Tragedies
- ✓ Organizational Change
- ✓ Problematic Termination
- ✓ Suicide Prevention
- ✓ Threatening Behaviors
- ✓ Workplace Violence Prevention

We found your workshop very informative and useful for our day to day operations. I've passed on your information to other supervisors to let them know what an outstanding training session we had.

– NIH Supervisor

I appreciate what you offered to our group.

Very practical and helpful.

– NIH Supervisor

The presenter from EAP was very knowledgeable. Many thanks!

- NIH Employee



### WORKSHOPS

# Free workshops for employees and managers

EAP workshops are designed to educate and inspire workgroups to create a healthier, safer and more productive workplace. EAP is available, with prior notice, to provide orientation, specific training and hands-on workshops to the NIH community. Take advantage of this free service to NIH by contacting the EAP to discuss your training needs.

#### Training topics include:

- ✓ EAP Orientation
- ✓ Interpersonal Dynamics at Work
- ✓ Organizational Transition
- ✓ Stress Management
- ✓ Supervisory Workshop (that meets OPM/HHS mandatory supervisory training requirements)
- ✓ Work/Life Balance
- ✓ Workplace Communication
- ✓ Workplace Etiquette

## Frequently asked questions

#### What is the Employee Assistance Program (EAP)?

EAP provides professional consultation, short-term support, referral and follow-up services to enhance personal and professional wellbeing. We also offer training and support to workgroups to address issues that impact the work environment.

#### Who may use the program?

All employees of NIH, as well as their immediate family members, may use the program at any time. Employees are encouraged to contact an EAP Consultant whenever they are experiencing personal and/or work-related difficulties. Onsite contract employees may be seen on an emergency basis in order to stabilize a situation. Supervisors and managers may also seek the guidance of a Consultant to determine the appropriateness of referring employees who might be experiencing work performance and conduct changes due to personal problems, as well as to discuss onsite workgroup support or training options.

#### What does it cost?

There is no cost to the employee or manager for the services of the EAP. If care outside of EAP is indicated, the EAP Consultant will work closely with the employee to choose a service that is covered by health insurance or that is within the employee's financial means.

#### What typically happens when you call the EAP?

When an employee contacts the program, an appointment will be made to see an EAP Consultant. Appointments are available during typical business hours. In many cases, an employee is experiencing personal or work-related issues that can be resolved in a few consultation sessions with the EAP Consultant. In other cases, a longer term intervention is indicated and a referral to the appropriate resource is made. The EAP Consultant will then follow up with the employee to gauge their progress and satisfaction with the services they received.

All contacts and consultations are completely confidential, except for notification of harmful situations as required by law.

#### How do I contact the EAP?

For appointments, assistance or additional information call (301) 496-3164.

## Consultants and administrative staff



MICHAEL BOWLER is a licensed clinical social worker in Maryland. He received his Masters in Social Work from Boston College with a specialization in community mental health. He received his Doctorate in Social Work Research from Washington University in St. Louis with a specialty in the social psychology of health behavior. Dr. Bowler received an additional Master's degree in Organizational Development from Johns Hopkins University, and earned a Certificate in Conflict Management in the Workplace from American University and a Certificate in Coaching in the Workplace from Georgetown University. Prior to coming to NIH, he was on the faculty of George Mason University and the Johns Hopkins School of Health Services.



**EVA CHEN** has a Masters in Social Work from the University of Maryland at Baltimore with a clinical concentration in Employee Assistance Programs. She is a Licensed Clinical Social Worker (LCSW-C) in Maryland, a Certified Employee Assistance Professional (CEAP), a National Board-Certified Clinical Hypnotherapist (NBCCH), and a Certified Retirement Coach (CRC). In addition, Eva is a trained Federal Workplace Mediator, a trained Diversity Trainer, a certified Myers-Briggs Type Indicator (MBTI) Practitioner, a certified Strong Interest Inventory Practitioner, and a certified Emotional Intelligence Inventory (EQ-i) Practitioner.



**PAUL TEWKSBURY** is a licensed social worker in Maryland, as well as a Certified Employee Assistance Professional (CEAP). Paul holds a Master's degree in Social Work from The Catholic University of America in Washington, DC; where he completed a dual concentration in clinical and organizational studies and an internship with the Office of Employee Assistance at the US House of Representatives. Prior to joining the NIH EAP team in 2010, Paul was an EAP Counselor with Adventist HealthCare where he held a variety of significant responsibilities regarding the clinical, administrative and promotional aspects of EAP practice.



**VALARIE WRIGHT** serves as the EAP Program Assistant. She has a degree in Organization Management from Washington Adventist University as well as additional training in areas including leadership, critical thinking, time management and interpersonal communications. She is a former federal employee with many years of experience in the administrative field. Please contact Valarie to schedule an appointment with one of the EAP Consultants.

#### EMPLOYEE ASSISTANCE PROGRAM AT THE NATIONAL INSTITUTES OF HEALTH

The EAP is staffed by social workers and professional consultants who have graduate degrees and licenses, as well as certification in the field of employee assistance. All staff members have extensive experience, receive continuous professional supervision, and regularly participate in continuing education and training. We are guided by the codes of professional conduct and standards established by The Employee Assistance Professionals Association (EAPA).

#### **CONTACT US**

For appointments, assistance or additional information: Phone: (301) 496-3164

#### **ADDRESS**

Office of Research Services
Division of Occupational Health and Safety
NIH Employee Assistance Program
Building 31, Room B2B57
9000 Rockville Pike
Bethesda, MD 20892
Fax: (301) 496-3845

#### ONLINE

http://dohs.ors.od.nih.gov/eap

#### **HOURS OF OPERATION**

Monday through Thursday: 8:00 AM to 5:00 PM Friday: 7:30 AM to 4:00 PM



